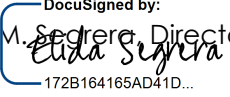
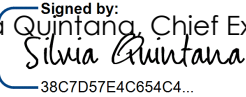




<b>Broward Behavioral Health Coalition, Inc.</b>	
<b>Policy Title: Right of Persons Served</b>	
<b>Policy Number: BBHC.0055</b>	<b>Contract Section: JH343</b>
<b>Effective Date: 7/12/24</b>	<b>Revision Date: 7/12/24</b>
<b>Responsible Department: Operations/System of Care</b>	
<p>Approved by: Elida M. Segre, Director of Operations                  Signature:  Date: <u>7/12/24</u>  <small>DocuSigned by: 172B164165AD41D...</small></p> <p>Approved by: Silvia Quintana, Chief Executive Officer                  Signature:  Date: <u>7/12/24</u>  <small>Signed by: 38C7D57E4C654C4...</small></p>	

**POLICY**

This policy is written to ensure persons served are appropriately informed about their rights and to protect the rights of those served by Broward Behavioral Health Coalition, Inc.'s system of care network. Rights include basic protections and citizen guarantees as outlined in the US Constitution, the US Bill of Rights, the Universal Declaration of Human Rights, and local, state and federal laws. This includes their rights of to provide informed consent, privacy and confidentiality of information and delivery of service.

**PURPOSE**

To ensure persons, or their parents or legal guardians if they are minors or unable to understand seeking or about to receive services through BBHC's provider network are fully informed about their rights as persons served. This policy will ensure all persons served are given written information about their all their rights. These rights shall be communicated, at least annually, in a language and way that is understandable for the person served, prior to the beginning on any treatment or at the initiation of treatment. These written rights shall be available for review and clarification at all times.

All network providers shall adopt policies and procedures for responding to grievances made by persons served and shall be handled without prejudice by the network provider without retaliation.

All persons served will be assessed by the BBHC provider network for their individual needs to address abuse and neglect and overall family functioning in their household. Ethnic, cultural, linguistic, and spiritual traditions of the person served shall be respected and incorporated into service delivery whenever

appropriate and applicable. All services offered through the provider network shall meet or exceed the required standards of the Americans with Disabilities Act (ADA) and Title VI of the Civil Rights Act. BBHC provider network staff is also expected to conduct themselves in a manner agreeable to the diverse population served. Any special needs of the persons served are to be assessed throughout treatment and referrals shall be made as clinically indicated and desired by the person and family served. At all times, BBHC and its provider network shall protect the confidentiality of protected health information of persons served. All personnel within the network will receive training on confidentiality requirements and sign statements indicating their understanding of the requirements and their agreement to abide by the policy.

The providers in the network agree that all persons meeting the target population descriptions found in the Provider Handbook - Exhibit A-1 are eligible for services based on the availability of resources. A detailed description of each target population is contained in §394.674, Florida Statutes, and as described in the PAM 155-2, based on the availability of resources. PAM 155-2 is available on the Department's website at <http://www.myflfamilies.com/service-programs/substance-abuse/pamphlet-155-2l> and is incorporated herein by reference.

Determination of client eligibility is the responsibility of the provider. The provider shall adhere to the eligibility requirements as specified in the Minimum Service Requirements Document (Exhibit F of the Provider Handbook). BBHC reserves the right to review the provider's determination of client eligibility and override the determination of the provider. When this occurs, the provider will immediately provide services to the consumer until such time as the consumer completes his/her treatment, voluntarily leaves the program, or BBHC's decision is overturned as a result of the dispute resolution process.

## **PROCEDURE**

BBHC staff and BBHC's network providers will honor the following rights for persons served. Each person served by BBHC's Network shall be entitled to the following rights:

1. To be treated with dignity as a human being, courteously and in a manner befitting and respecting his or her age.
2. To have the same legal rights and responsibilities as any other person unless otherwise limited by law.
3. To have the right to due process review when any limitation to a person's rights is proposed or alleged to have taken place.

4. To give informed consent or refusal, and freedom of choice regarding types and manner of service delivery, release of information to others, use, modality of additional or concurrent services, composition of the treatment delivery team and option for involvement in research projects, when applicable.

Person served must give consent prior to audio recording, video recording and photographing them.

5. To receive services regardless of gender, race, creed, marital status, national origin, disability, sexual orientation or age.

6. To be free from physical, verbal, mental, and sexual abuse and neglect; to be free from financial or any other type of abuse; to be free of humiliation or exploitation; to be free from retaliation for reports or grievances.

7. To receive appropriate, humane, and high-quality services and supports as determined by the person's support team, which may include, but not be limited to, the person, their parents, guardian or authorized representative, and to give informed consent or refusal regarding the composition of the support team.

8. To receive these services and supports in the most integrated setting appropriate for the person's particular needs.

9. To have access to state rules, policies, and procedures pertaining to services and supports, including self-help supports; to have access or referral to legal entities for appropriate representation; to have access to advocacy support services.

10. To have access to their own personal records, including information needed to make decisions in a sufficient time to facilitate decision-making. Decision making about the use of information and communication technologies versus in person services will be provided at the beginning of services and throughout the course of services,

11. To have personal records maintained confidentially.

12. To personal privacy when receiving services.

13. To have services, supports, and personal records explained so that they are easily understood.

14. To a fair and impartial investigation and resolution of alleged infringement of rights and other legal rights.

15. Any private information discussed with a person served must be discussed in as private and respectful manner as is reasonably possible. This includes health related discussions or observations, discussions regarding progress or behavior, and other personal topics.

16. Feedback from persons throughout the network will be given through surveys, focus groups, and other methods in order to gain knowledge of how they perceive they have been treated, the quality of the service that they receive, and recommendations for improvement.

17. Any participation of persons served in research projects must be in full adherence to research guidelines and ethics.

<b>REFERENCES:</b> Provider Handbook
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<b>ATTACHMENTS:</b>
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<b>DEFINITIONS:</b>
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<b><u>REVISION/REVIEW LOG</u></b>	<b><u>DATE</u></b>
Position changes	1/15/19
Revised no changes	9/15/20
Revised- with updates	5/1/21
Revised- with updates	7/14/23
Revised no changes	7/12/24

The Director of Operations and Chief Executive Officer are responsible for all content in this policy.